JOB SATISFACTION AMONG NURSES IN HIMACHAL PRADESH - A COMPARATIVE STUDY OF SELECTED PUBLIC & PRIVATE HOSPITALS

SYNOPSIS

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Topic of Ph.D Thesis: "Job Satisfaction among Nurses in Himachal Pradesh - A Comparative Study of Selected Public & Private Hospitals."

Introduction

The service sector consists of the service providers, business enterprises, transport operators, hospitality and hotel industry, tourism, professionals and self employed and commercial and institutional service providing organisations. According to Bhattacharya and Mitra (1990)[1] service sector has been a major contributor to India's GDP and growth and it is the second largest employer after agriculture. India's trade in services have increased overtime and services accounts for the largest share in India's foreign direct investment (FDI) inflows and outflows. According to the Department of Industrial Policy and Promotion (DIPP), the service sector received foreign direct investment (FDI) equity inflows worth Rs 1, 79,150.49 crore in the period April 2000–August 2013. According to the data released by Ministry of Finance on 27th Feb 2013, India has highest increase in share of services in GDP at 8.1%. This is a reflection of the fact that India's growth has been recorded mainly by the service sector. India's service sector has emerged as a prominent sector in terms of its contribution to national and state incomes, trade flows, FDI inflows and employment. Even the Report of the RBI also highlights that service sector is the fastest growing segment as compared to other sectors of the Indian economy.

As per the Economic Survey of India 2012-2013, service, industry and agriculture sectors respectively accounted for 57.3%, 25.7% and 16.9% of India's GDP whereas in Economic Survey of India 2011-2012, service, industry and agriculture sectors respectively accounted for 59%, 27% and 13.9% of India's GDP. This indicates that today service sector in India contributes more than the half of India's GDP. As per the data of financial year 2006-2007, the share of the service sector was 55 percent.

In recent scenario, the Indian Government expenditure on health care is the highest amongst all the developing countries like Indonesia (3.0%), Kenya (4.7%), Malaysia (3.9%), Pakistan (3.1%), Sri Lanka (3.1 %) [World Bank Report, 2005] and as comparison to these countries, Indian expenses of this industry comprise 5.25% of the GDP. There are even chances that the health care market could experience a greater hike in future. It is expected that the increase in the gross domestic product of health care services will rise to 6.2% in coming years. The Indian Health Care Industry earns revenues accounting for 5.2% of gross domestic product (Indian Health Services PHS, 1955). In present time, service sector contribution has risen to 66.1% share of total GDP.

Job Satisfaction - Locke (1976)[2], described job satisfaction as "a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences" whereas Spector (1997)[3] defined Job satisfaction simply as “all the feelings that an individual has about his/her job.” Nurses Job Satisfaction is important for the success of hospitals. A high rate of satisfaction of nurses is directly related to low attrition rate. Thus, keeping nurses satisfied, with their careers should be a major priority for every hospital management. Job satisfaction or dissatisfaction among nurses is major reason affecting the health services and increased nurses’ shortages.

In the era of Liberalization, Privatization, Globalization and Modernization, factors like technical efficiency, innovative technology and dynamic organization are not sufficient to make an organization profitable and successful. In addition, today the success of the hospitals is depending upon its nurses. The success or failure of the hospitals also depends upon the job satisfaction of nurses. Low job satisfaction among the nurses is one of the reasons to badly affect the health services in healthcare industry. Due to this, nurses remain continuously absent from the job and most of the time nurses may leave the hospital, which enhance the attrition rate of nurses, which in turn

affects the health of hospital as well as its beneficiaries. Alternatively, high level of job satisfaction is desired by the management which is positively related to the outcomes. In present scenario, the shortage of nursing staff is a worldwide problem in healthcare industry and it is very difficult to fill up vacant positions of nurses in hospitals (Miracle & Miracle, 2004)[4]. Job satisfaction among nurses is more effective way to overcome the shortage of nurses.

According to the World Health Organization (WHO) Report 2006, almost 4.3 million additional doctors, nurses, midwives, managers and public health workers are urgently needed to fill the gap in 57 countries, 36 of which are in Sub-Saharan Africa. Both public and private hospitals in India are also suffering from the shortages of nursing staff. In India, the position of availability of nurses to their requirement is also not good. India too has an adverse nurse population ratio of 1:2250 and nurse doctor ratio of 1.5:1 (Geeta Malik, 2008)[5] According to Health at a Glance (Asia/Pacific 2012 - © OECD 2012), comparing the nurses' population ratio, Indian ratio (2009) is 0.9 per thousand population whereas China (2010) has 1.5 and highest is in Japan (2010) which is 10.1. The lowest is in Nepal (2004) which is 0.2 and Pakistan (2009) has 0.6. Indian position to the ratio of nurses to doctors is almost same in comparison to these countries.

Administrative Set up of Health Services of Himachal Pradesh.

In Himachal Pradesh, the health services are being provided and administrated by the Department of Health & Family Welfare (H.P). While studying the administrative setup, it is found that the department is headed by a Director, who is assisted by the Joint Director and Deputy Directors at the Headquarter. There are two Government medical colleges in the state at Shimla and Kangra. Presently, in addition to these two govt. Colleges, there is one private medical college at Solan for providing medical services at the root level. The state is

further divided into four zones viz. Shimla, Mandi, Hamirpur and Kangra and each zone covers geographical jurisdiction of earmarked districts. Each district is headed by a Chief Medical Officer who is in charge of the whole district. In each district, health services are spread through civil hospitals, dispensaries, Primary Health Centres, Community Health Centres, etc.

The public is served in these hospitals through Doctors, Nurses and other Paramedical Staff. Nurses play a major role to look after the patients. The term nurse is defined as person trained to care for the sick people, especially in a hospital, whereas ***Nursing*** encompasses autonomous and collaborative care of individuals of all ages, families, groups and communities, sick or well and in all settings and promotion of health, prevention of illness, and care of ill, disabled and dying people.

Review of Literature

The review of literature provides an overview of various aspects and issues which are related to the current research work already carried out at the national and international level. The undernoted review of literature can help to draw significant conclusions and a guiding map for this study. Some of the important studies have been reviewed as under:-

Yamashita (1995)[6], in a study of job satisfaction among Japanese nurses reported a positive correlation between age and years of experience and its various factors of job satisfaction like working conditions and salary. In the above, study only four variables are studied and correlated i.e. age, years of experience; working conditions and salary, whereas the present study is also intended to correlate other factors like demographic, job security, relationship with fellow workers, relationship between superior and subordinate, recognition, quantum of work, rate of pay, working hours, shift of work, salary, working environment, etc.

A. S. Al – Aameri (2000)[7] in their study found that nurses in public hospitals are slightly satisfied and committed to their hospitals. Besides, satisfied nurses tend to have higher degree of commitment than less satisfied ones. A strong positive correlation between job satisfaction and organisational commitment was found. In the above study only two variables are studied i.e. education and organisational commitment.

In similar study, Victoria Healey and Mckay (2000)[8] using the Nursing Stress Scale found that most of the nurses being satisfied in their present positions, 67% had thought to leave the nursing profession due to environmental stressors, including low staffing levels and excessive workloads. Improving working conditions for nurses and midwives might not only reduce stress levels but might also encourage the nurses and midwives to stay in the profession.

In a similar study, Charlotte Pietersen (2005)[9] found, in a research on job satisfaction of nurses in Caprricorn District of the Lampopo Province (South Africa) that the job satisfaction has an impact on the retention of nursing staff. The findings also found the presence of extrinsic and intrinsic job factors like working conditions, supervision, management style and salary which could have negative impact on the turnover of nursing staff at the hospitals. The literature showed that extrinsic factors negatively affect the job satisfaction of employees. Most of the respondents in the study also indicated their dissatisfaction of their interactions with their superiors and were found to be unhappy with working conditions in the hospitals.

Kandari Fatimah Al & et. al (2006)[10] in their study of adverse outcomes of nurses in Kuwait, it was conceptualised that nurse patient load, increasing nursing activities, short staffing and shift rotations are stressors contributing to adverse nurses outcome.

While studying four variables of job satisfaction among nurses in a public hospital of Gauteng Province, A. Minnaar and C. Selebid (2007)[11] have concluded that high level of dissatisfaction among nurses should be made aware to the management so that management rethinks about their salaries, method of supervision, relationship and implementation of health policies. In the above study the variables like salaries, method of supervision, relationship and implementation of health policies are correlated with job satisfaction.

M. Eswari & P. Palanivelu, (2009)[12] observed in their study of job satisfaction among nurses in Coimbatore (India) that out of eleven factors, eight factors were closely associated with the women nurses' job satisfaction. These factors are age, nativity, family members, monthly income, staying place, marital status, experience and tenure of job. Among the eight factors, six factors viz. age, nativity, family members, monthly income, marital status and working experience in the study area are positively associated. The factors such as age, staying place, marital status and tenure of job are significant at 1% level and the remaining factors nativity, family members, monthly income and working experience are significant at 5% level. This shows that the job satisfaction is high and their relationship with hospital is good.

Nurullah A. S. (2010)[13] from the study of 1218 participants in the Province of Alberta in Canada found that self esteem aspect of personality is significantly and positively correlated with job satisfaction.

Katerina K. Lliopoulou and Alison E. (2010)[14] in their study found that Greek critical care nurses (CCNs) practice autonomously and that autonomy influenced their job satisfaction. However, this should not hinder Greek nurses from becoming conscious of their professionalism and seeing themselves as

autonomous practitioners who are accountable for their practice rather than simply "doctors assistant". Indeed, autonomy derives from the scope of nurses, it exists 'by default' even if it was subject to organisational, educational or structural restraints. The study further found that there was a shortage of nurses in Greece, including CCNs and managers need to seek ways to enhance nurse's autonomy as it influence job satisfaction. Investigations during the study provided evidence of the need to develop policies relating to nurses and their scope of practices together with organisational infrastructure to promote Greek CCNs job satisfaction and retention. Critical care, like other areas of nursing needs to nurture and retain expert nurses both to promote high quality patient care, and to educate future nurses.

B. Habib Akhtar Bahalkani & et. al (2011)[15] in their study of job satisfaction in nurses working in tertiary level health care settings of Islamabad (Pakistan), found low level of overall satisfaction among workers in a public sector tertiary health care organisation. While studying the effects of various factors, the study found that most of the dissatisfaction is caused by poor salaries, not given the due respect, poor working environment, unbalanced responsibilities with little overall control, time pressure, patient care and lack of opportunities for professional development.

U. Syed Aktharsha & H. Anisa (2011)[16] observed that job satisfaction factors such as pay comparison with other hospitals, inter – professional collaboration with doctors, attitude of co- staff, participation in policy decision, independent thought and action and encouragement from supervisors significantly increase over all job satisfaction where as other factors related to job satisfaction such as pay comparison within the hospital and welfare facilities erodes the job satisfaction level of nurses. In the captioned study, the variables such as pay comparison, inter – professional collaboration with doctors, attitude

of co- staff, participation in policy decision, independent thought and action and encouragement from supervisors are correlated.

Jarurat Sriratanaprapat & Praneed Songwathana (2011)[17] indicated that seven job satisfaction attribute experienced by nurses in Asia are social support/relationships, workload, incentives, professional status, work environment, administration and autonomy. In the captioned study, the variables such as social support/relationships, workload, incentives, professional status, work environment, administration and autonomy are correlated

In its first study to reveal negative influence of Public Health Nurses (PHNs), Karen R. Graham & et. al (2011)[18] in their research paper "Impacting Canadian Public Health Nurses (PHNs) Job satisfaction" has suggested the need for development of workload measurements tools and public health human resource strategies tailored to a multi generational workforce.

In another study, Taranjit Kaur & Shiva Malik (2012)[19] found that level of job satisfaction among nurses working in public and private hospitals in Punjab region was satisfactory and they are quite satisfied with their jobs. In the above study, the variables like pay scale, quantum of work, working hours, relationship with colleagues, behavior of supervisors, availability of social security schemes, promotion policy, etc. are correlated.

Dr. Virginia Skinner & et.al (2012)[20] observed in their study on "Job Satisfaction of Australian nurses and midwives: A descriptive research study" that the majority (96%) of nurses and midwives were moderately to highly satisfied with their work. It is further found that the factors positively related to the high level of job satisfaction are i) enjoying their current area practice ii)

feeling well suited to the particular type of work iii) wanting to stay in their current area of practice and iv) having no intention of leaving the profession.

Mohd. Sobri Minai and Yasser Mansour Almansour (2013)[21] in their research paper, "Factors influencing job satisfaction and motivation of nurses in the environment dominated by male nurses" at Malaysia has identified the factors relating to motivation and hygiene factors contributing to the nurse's motivation and job satisfaction. In this paper, the factors are listed according to their importance and shall provide crucial insight into the important factors contributing to the nurse's job satisfaction.

In the context of the above review of literature, we find that a few small scale researches have been conducted in Australia, Canada, Malaysia, Islamabad, Punjab, Karnataka, Coimbatore, Kuwait, South Africa, but no large scale study appears to have been conducted. Hence there is a research gap to which the current study envisages to fill up.

Scope of study

The scope of the study is confined to 400 nurses from various public and private hospitals of Himachal Pradesh. It highlights the socio economic conditions and job satisfaction of nurses in Himachal Pradesh. The working conditions and job satisfaction of the nursing community, under study may be taken to be representative, in character in reflecting the conditions of service of the nursing community of the entire Himachal Pradesh. The study has envisaged to access the socio economic conditions and affects of various factors of job satisfaction of nurses in Himachal Pradesh and is expected to prove of great help to make policies for the welfare of nursing profession.

Need of study

According to the world health report, 4.3 million additional doctors, nurses, midwives, hospital managers and health workers are required to fill the gap in 57 countries (WHO, 2006). In high income countries like Japan, Australia and New Zealand, the ratio of nurses to 1000 population is 10 where as in India the same is 0.9. Even the countries like Singapore, SriLanka, Indonesia are better placed than India. Similarly the ratio of nurses to doctors in India is 1:4 whereas in Indonesia, Japan, New Zealand, Australia, China and SriLanka it is 7.0, 4.5, 3.8, 3.4, 3.2 and 2.0 respectively which shows that all these nations are better placed than India in providing the services of nurses to the patients (Health at a Glance: Asia/Pacific 2012- © OECD 2012). From the review of literature, low job satisfaction is the main reason for the shortage of nursing staff and hence keeping in view these diverged statistics, the present study is thought to be attempted, which will help us to examine the role and operation of nurses and will provide a comparative study for the health department and related research organisation.

Objectives of Research

- **i)** To examine the level of Job satisfaction among the nurses in Public & Private hospitals in Himachal Pradesh.
- **ii)** To examine various determinants affecting job satisfaction and dissatisfaction among nurses.
- **iii)** To study the impact of demographic factors on nurses' job satisfaction.
- **iv)** To identify the effect of job satisfaction of nurses on healthcare services.

Research Problem

The problem taken for study is "Job Satisfaction among nurses in Himachal Pradesh – A Comparative study of selected public & private hospitals."

Research Methodology

In consonance with the proposed objectives, the study is proposed to be based on both primary and secondary data. The secondary data is proposed to be collected from the various offices, journals, magazines, periodicals, etc. and the primary data is proposed to be collected from individual nurses by way of well designed questionnaire. The study is proposed to be undertaken in Himachal Pradesh and keeping in view its administrative setup of health services it is decided to keep the study at the level of zonal hospitals.

Formulation of Hypothesis

Formulation of Hypothesis is based on the research objectives and the following Null and Alternative Hypothesis may be formulated for this research work.

1. H_0 (Null Hypothesis) - There is no relationship between job satisfaction among nurses in private & public hospitals. On the basis of results of the study it will be tested, whether the hypothesis is accepted or not accepted.

2. H_0 (Null Hypothesis) – There is no significant relationship between factors affecting job satisfaction among nurses in selected private & public hospital of Himachal Pradesh. On the basis of results of the study it will be tested, whether the hypothesis is accepted or not accepted.

3. H_0 (Null Hypothesis) – There is no significant impact between demographic factors on nurses job satisfaction. On the basis of results of the study it will be tested whether the hypothesis is accepted or not accepted.

4. H_0 (Null Hypothesis) – There is no significant effect of job satisfaction of nurses on healthcare services. On the basis of results of the study it will be tested whether the hypothesis is accepted or not accepted.

Sampling Techniques

The study is proposed to be undertaken covering both the Govt. Medical colleges, two zonal hospitals and four private hospitals, one from each zone.

Thus, the study area will be all four Zones of the state of H. P. and for the selection of Nurses random sampling technique will be used in the selection of nurses of both the private and public hospitals and it is expected to cover around 400 nurses, both from the public and private sector hospitals which comes to about 40 % sample.

Collection of Data: The data will be collected by way of a structured questionnaire.

Testing Techniques: The study envisages to use the statistical tools, as per research requirements, like percentages, averages, chi-Square, F-test, correlation, etc. The collected data of this research will furnish the qualitative and quantitative evidence of its authenticity and outcomes will be derived from both the secondary and primary data.

Sample Size

Proposed selection of public & private sector hospitals in Himachal Pradesh, along with total number of nurses to be studied, out of the total working nurses is as under:

Sr. No	Name of Selected Govt. Hospital in Himachal	Population (Total no. of nurses existing)	Sample Size i.e. no. of nurses selected (% of sample size)	Name of Selected Private Hospitals in Himachal	Population (Total no. of nurses existing)	Sample Size i.e. no. of nurses selected (% sample size)
1	Dr. Rajendra Prasad Medical College & Hospital, Kangra	254	100 (40%)	Forties Hospital, Kangra	100	39 (39%)
2	IGMC Shimla	330	125 (38%)	Indus Hospital Shimla	50	16 (32%)
3	Zonal Hospital, Mandi	60	30 (50%)	Hari Har Hospital Mandi	45	20 (44%)
4	Zonal Hospital, Hamirpur	60	30 (50%)	Astha Hospital Hamirpur	35	17 (48%)
	Total	704	285 (40%)	Total	230	92 (40%)

Analysis of Data and Interpretation: The primary and secondary data obtained will be tabulated and presented in statistical terms. The detailed analysis will be carried. Interpretations shall be made.

Discussion of Results: The conclusions will be drawn based on the analysis of data and review of literature.

Findings and Recommendations shall be made after the interpretation and discussion of results as per the primary research, secondary research and review of literature.

Limitations of study: The study has been confined to the four zones of Himachal Pradesh in selected public and private hospitals.

Tentative Chapterisation

Chapter 1	Introduction
1.1	Job Satisfaction - A Conceptual Framework
1.1.1	Job Satisfaction and Health Services - An Over view
1.1.2	Job Satisfaction among Nurses
1.2	Growth of Hospital and Recent Trends in Healthcare Services in India.
1.3	Health Services in Himachal Pradesh.
1.3.1	Health Services in Public Sector.
1.3.2	Health Services in Private Sector.
Chapter 2	Review of Literature, Need, Scope, Objectives and Methodology
2.1	Review of Literature
2.2	Need and Scope
2.3	Objective
2.4	Research Methodology
Chapter 3	Determinants of Job Satisfaction
3.1	Hygiene Factors
3.2	Non Hygiene Factors
Chapter 4	Demographic Factors and Job Satisfaction

4.1 Satisfaction Level of Nurses in relation to demographics.
4.2 Satisfaction Level of Nurses relating to qualification.
4.3 Choice of Nursing as a Career

Chapter 5 Job Satisfaction and Healthcare Services
5.1 Impact of Job Satisfaction on Healthcare Services
5.2 Job Satisfaction in Public and Private Hospitals.
5.3 Impact of Nurses having Average Job Satisfaction.

Chapter 6 Summary, Findings, Conclusions and Suggestions.

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